

Informatics

Monthly Operating Letter

City of Westfield



**March
2012**

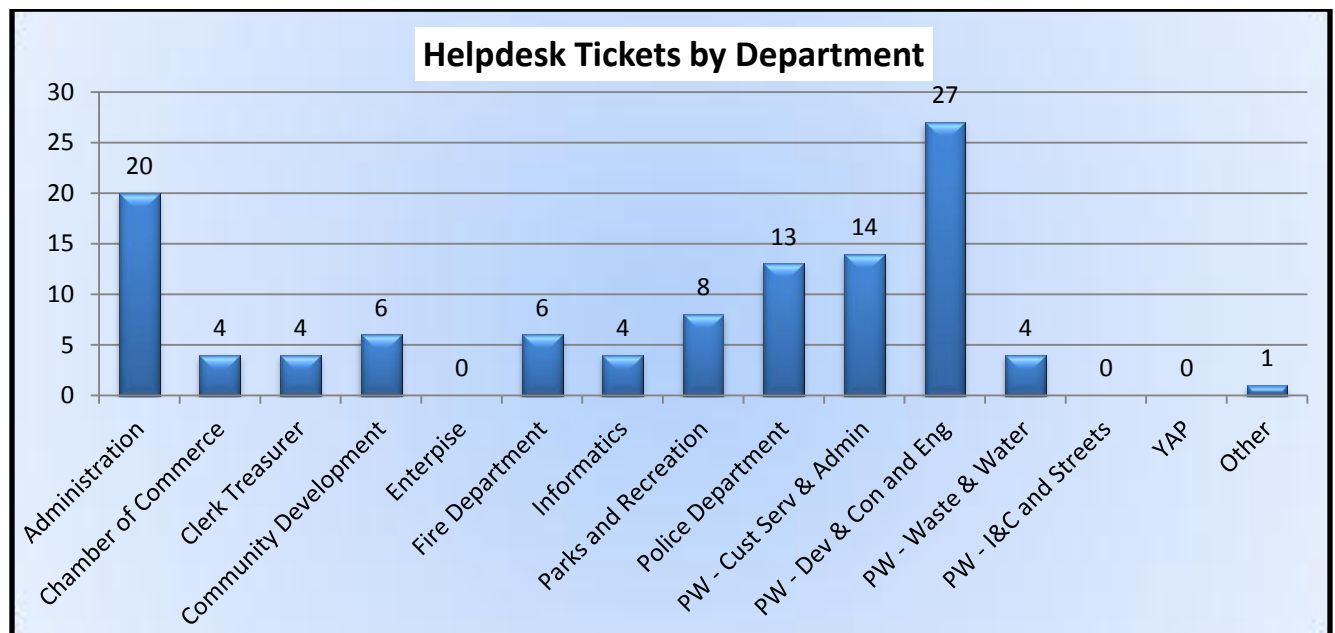
HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- Met with vendors to develop a city-wide WiFi plan
- Finalized new security

Technical Services

Helpdesk

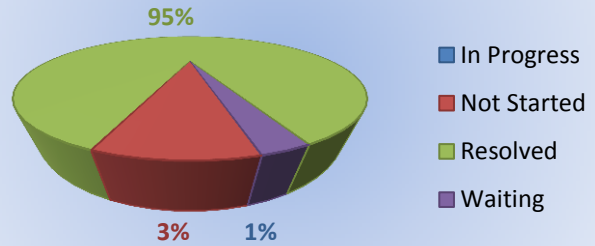
- End of the month Helpdesk:
 - Ticket Carryover: 6 of 6 work orders Resolved
 - 111 tickets created in March
 - Resolved: 99
 - In Progress: 0
 - Not Started: 9
 - Waiting on Manufacturer/Supplier/Requestor: 3
 - Invalid/Duplicate: 0



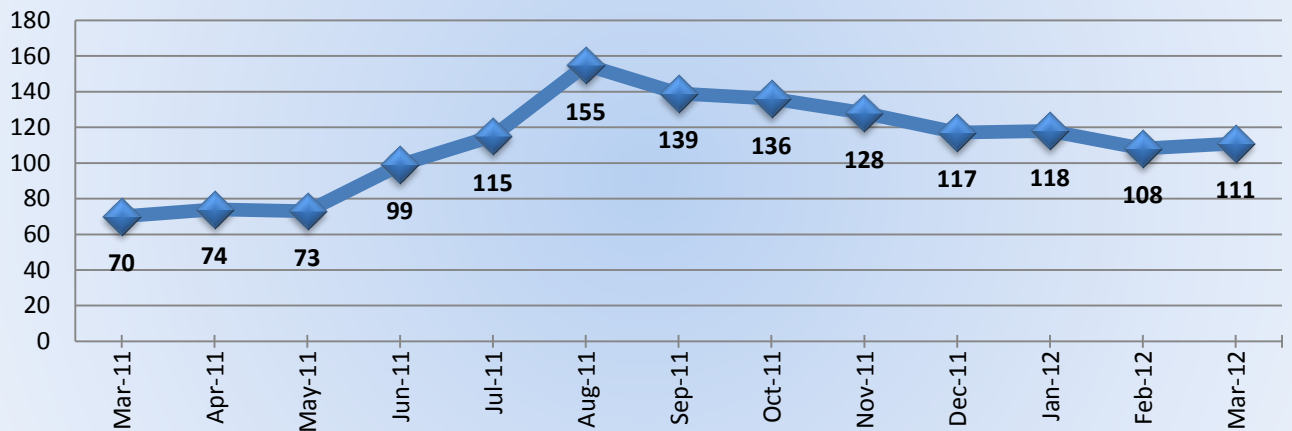
Top Helpdesk Users

- | | |
|--------------------------|-------------------|
| 1. Neil VanTrees | 6. Andrew Murray |
| 2. Anne Cotham | 7. Bob Rushforth |
| 3. Leane Kmetz | 8. Derek Todd |
| 4. Samuel Rivard | 9. Kurt Wanninger |
| 5. Christopher McConnell | 10. Teresa Evans |

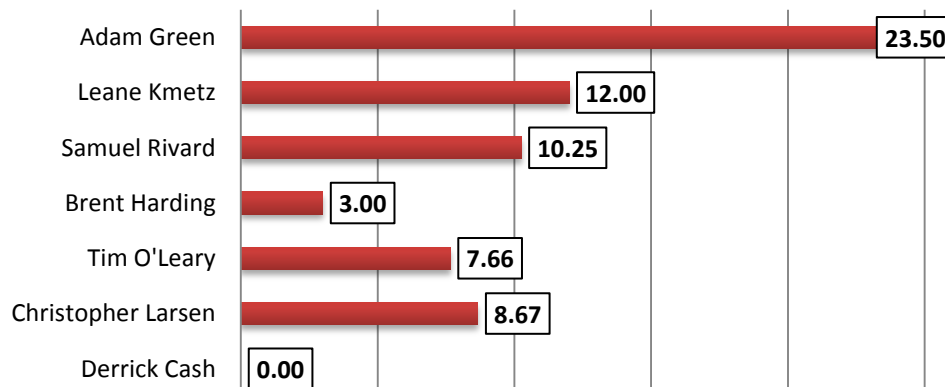
Feb Helpdesk Status



Open Ticket Totals Over a Year



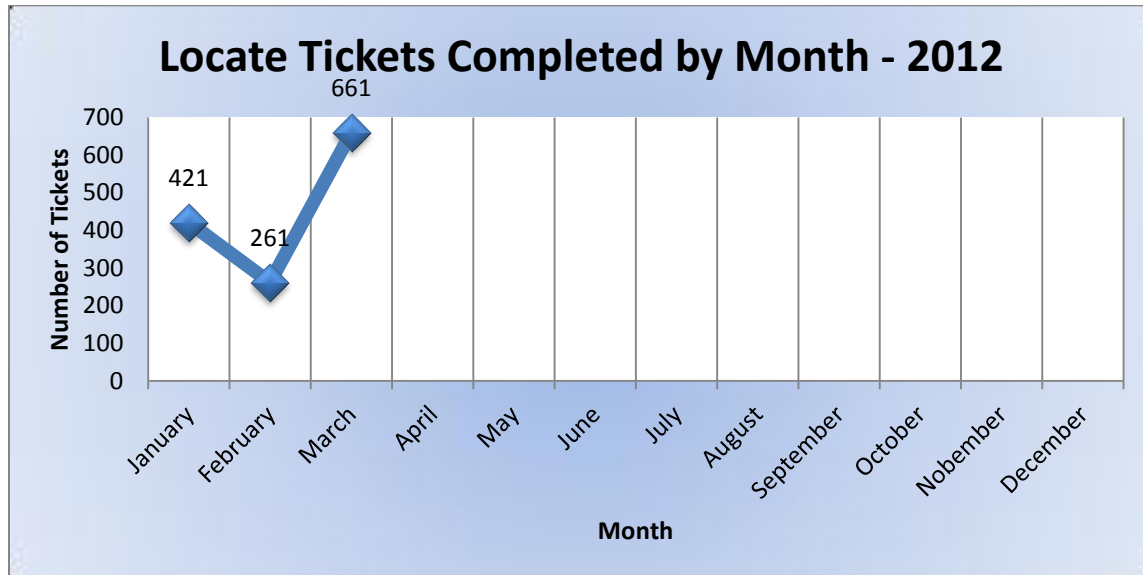
Hours on HelpDesk Tickets



Field and GIS Services

- **Field Services**

- o Tim located 661 tickets and processed 1,220 GPS Points



Highlights

- Two recent maps created for Parks and Recreation located in the Map inventory:
 - o [Urban and Natural Trails](#)
 - o [City of Westfield Named Trails](#)
- The Indianapolis Metropolitan Planning Organization is requesting information about how Informatics used GIS to aid in the Street department's Pavement Management System.
- Leane was asked to present "Putting back the Trees Grant" at the Indiana Geographic Information Conference in May.
- The new Westfield City Limits were added to the U.S. Census Bureau 2012 Boundary and Annexation Survey (BAS). The U.S. Census Bureau conducts the Boundary and Annexation Survey (BAS) annually to collect information about selected legally defined geographic areas. The BAS is used to update information about the legal boundaries and names of all governmental units in the United States. The Census Bureau uses the boundary information collected in the BAS to tabulate data for the decennial and economic censuses, and annual estimates and surveys such as the Population Estimates Program and the American Community Survey.

Volunteerism: 2 hours of volunteer work completed.

- Leane spent 2 hours with Cassandra has a YAP mentor

Training: 20 hours of training completed.

- Leane attended CMN6010 Foundations of Organizational Communications